

## Enhancing the early refill authorization process

Effective May 8, 2025, use of an intervention code will be introduced to assist with travel-related early refill-dispensing requests for eligible Alberta Blue Cross® plan members.

### Intervention code enhancements

When a refill claim for an Alberta Blue Cross plan member is early, you will get the **OU – Refill is X days early** response code on the system. However, if the reason for early dispensing is the plan member's travel plan, the following CPhA intervention code can be used:

#### MV—Vacation Supply

The claim will be adjudicated and accepted if the member is eligible for a travel supply up to a maximum of 200 days on hand. Where applicable, coordination of benefits will be applied at the time of claim.

Alberta Blue Cross response code and message	What's the reason for early refill?	Is the MV intervention code appropriate?
OU – Refill is X days early	Member is traveling for leisure	Yes
	Member is traveling for work	Yes
	Member is moving	No

Use of the MV intervention code to support a pharmacist's decision to dispense early must be documented and supported by citing the following on the prescription record/patient file:

- Date of early dispense.
- Reason for early dispensing.
- A summary documenting the communication with the prescriber, caregiver and/or patient for the early dispense request.

Documentation may be requested for compliance verification and must be kept on the patient's file for two years.

**Please note:** Some plans limit the number of travel supplies (per product) an individual may have within a benefit year. These limits will be applied to claims utilizing the MV intervention code.

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations contact centre representative at

780-498-8370 (Edmonton and area)

403-294-4041 (Calgary and area)

1-800-361-9632 (toll free)

FAX 780-498-8406 (Edmonton and area)

FAX 1-877-305-9911 (toll free)

Alberta Blue Cross offers online access to current Pharmacy Benefacts and supplemental claiming information to assist with the submission of your direct-bill drug claims.

Visit [ab.bluecross.ca/providers/pharmacy-home.php](https://ab.bluecross.ca/providers/pharmacy-home.php)

